

# Welcome!

We are so glad you are here!

We will get started shortly.  
In the meantime, we invite you to intentionally enter this space.



Silence your cell phone



Stretch



Close the door



Take a few deep breaths



Close browser windows



Emotionally release your to-do list



Check your audio and video



Take a bio break



# COVID-19 from Consumers' Perspectives

Breakout Session

Thursday, November 4

3-4:20 pm ET

*The Healthy Start TA & Support Center is operated by the National Institute for Children's Health Quality (NICHQ). This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number 1 UF5MC327500100 titled Supporting Healthy Start Performance Project.*





COVID-19 from Consumers' Perspectives

# Agenda

Housekeeping

Nikki Maffei,  
Healthy Start TA &  
Support Center  
(TASC)

Welcome

Nikki Maffei, TASC

COVID-19 from  
Consumers'  
Perspectives

Tamela Milan,  
Amanda Henley,  
Dakisha Mitchell,  
ACCESS Westside  
Healthy Start

Closing

Nikki Maffei, TASC



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National Institute for  
Children's Health Quality

**HEALTHY**  
**start**  
TA & SUPPORT CENTER



This session is being recorded.



All participants are muted upon entry. We ask that you remain muted to limit background noise.

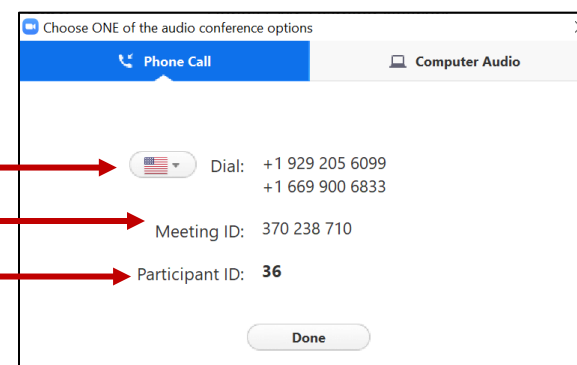
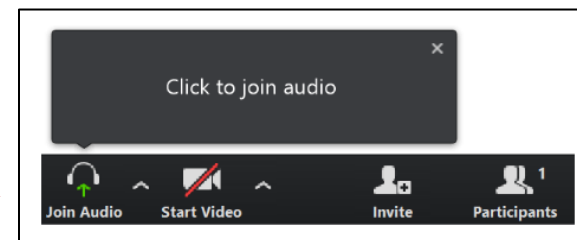


Participants are encouraged to share comments via the Chat module and ask questions via the Q&A module in Whova (on the mobile app or browser).



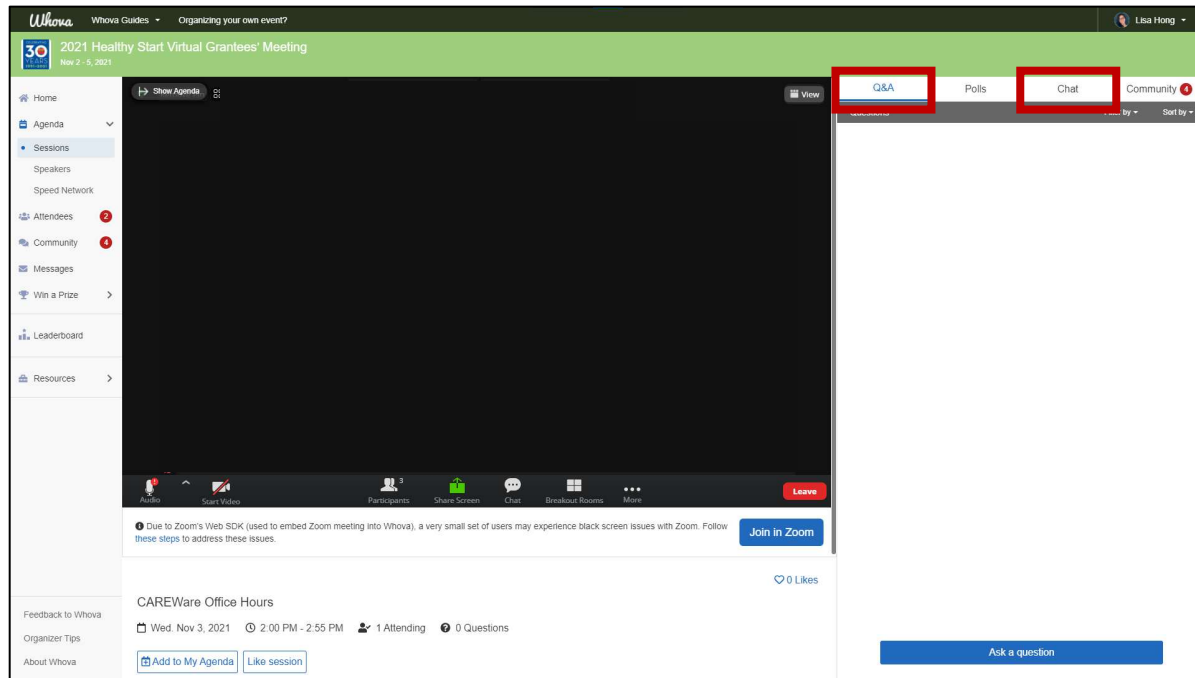
# Audio

- After you join the Zoom session, an audio conference box may appear.
  - If you do not see the box, click **'Join Audio'**
- From the audio conference box, select **'Phone Call'** or **'Computer Audio'**
  - If using the phone:
    - Dial one of the given numbers next to **'Dial'**
    - You will be prompted to enter the **Meeting ID**
    - Then you will be prompted to enter the **Participant ID**

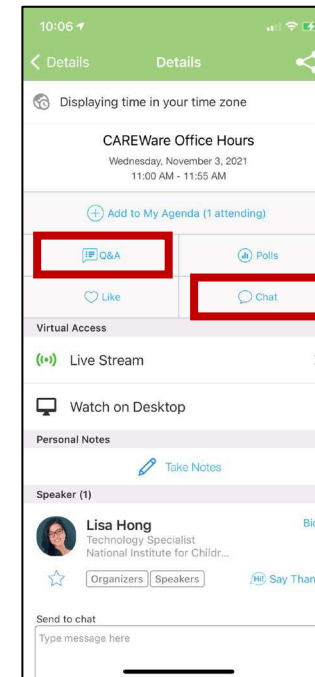


# Chat and Q&A modules in Whova

Chrome Browser



Mobile Application





# Like what you see?

*The Healthy Start TA & Support Center is now active on social media!*

1. Take a picture or a screenshot
2. Share on Instagram or Twitter!
3. Don't forget to tag @HS\_TASC and @NICHQ and include hashtags #HealthyStartVGM2021 and #HealthyStartStrong

# Technical Issues

If you experience any technical challenges with Whova, please email [support@whova.com](mailto:support@whova.com).



A woman with long dark hair, wearing a blue quilted vest over a grey long-sleeved shirt, is smiling warmly. She is holding a young child with dark hair in a ponytail, wearing a pink shirt and blue jeans. They are outdoors in a grassy area with a blurred background.

# Welcome & Introduction

Nikki Maffei, MSc

Healthy Start TA & Support Center

*COVID-19 from Consumers' Perspectives  
Hosted by the Healthy Start TA & Support Center at  
NICHQ on November 4, 2021*

**#HealthyStartVGM2021**  
**#Healthy Start Strong**  
**@HS\_TASC @NICHQ**

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# Welcome to the VGM!

We hope you have been  
enjoying today's sessions  
so far!

# In this breakout, you will:

- Develop a collective understanding of the impact of COVID-19 on Healthy Start consumers and frontline staff's wellbeing
- Build connections with fellow consumers and frontline staff
- Learn tools and resources to manage the stress and challenges consumers and frontline staff continue to face



# Our Speakers

## **Tamela Milan-Alexander, MPPA**

Maternal and Child Health Outreach Worker &  
Healthy Start CAN Coordinator  
ACCESS Westside Healthy Start

## **Amanda Henley**

Consumer Leader & Healthy Start CAN Alumni  
ACCESS Westside Healthy Start

## **Dakisha Mitchell**

Consumer Leader & Healthy Start CAN Alumni  
ACCESS Westside Healthy Start

# Questions during the session?

Use the Q&A module in the Whova platform and make sure to identify the speaker to whom you are directing your question(s).

Questions will be answered during the session if time permits. Otherwise, questions will be addressed post-session.

# Faculty Disclosure Information

I have no relevant financial relationships with the manufacturer(s) of any commercial product(s) and/or provider(s) of commercial services discussed in this CME activity.

I do not intend to discuss an unapproved/investigative use of a commercial product/device in my presentation.

# Learning Objectives

- ◆ Develop a collective understanding of the impact of COVID-19 on Healthy Start consumers' and frontline staff's wellbeing
- ◆ Build connections with fellow consumers and frontline staff
- ◆ Learn tools and resources to manage the stress and challenges consumers and frontline staff continue to face





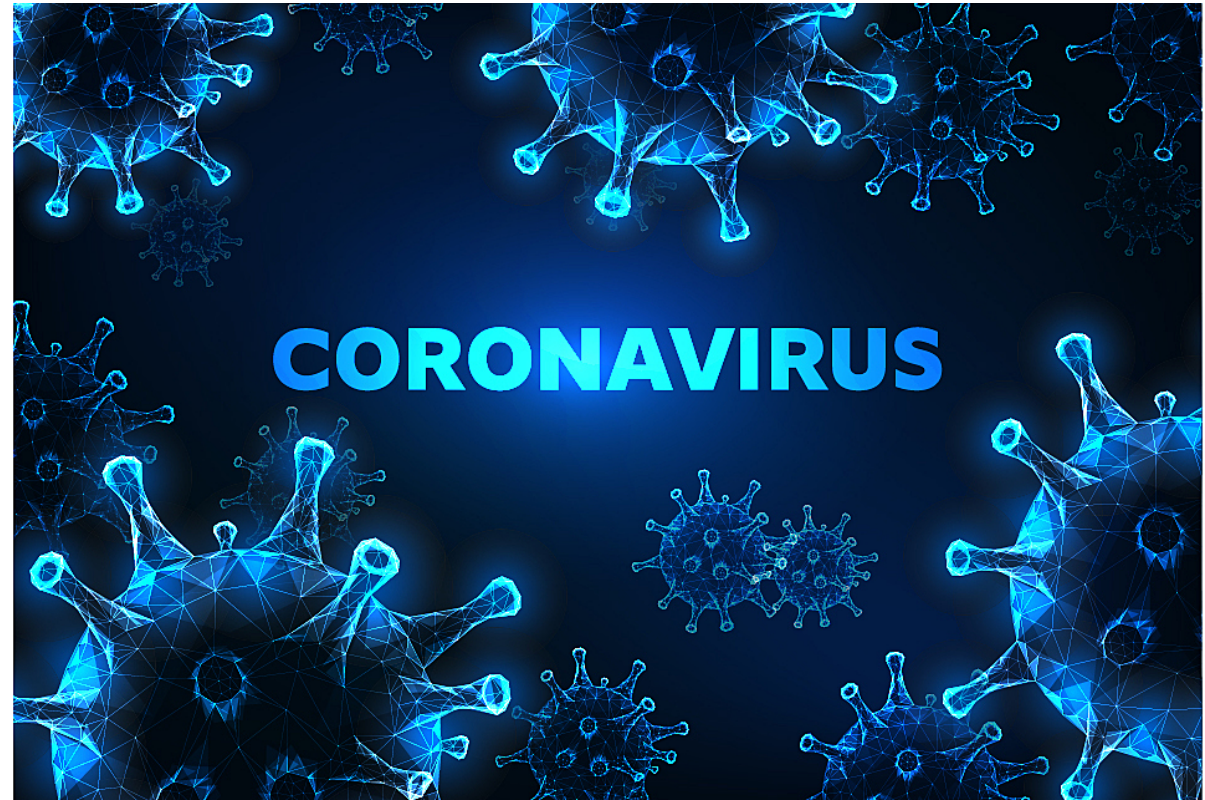
## Your Panelists

- ◆ Tamela Milan-Alexander,  
MPPA
- ◆ Amanda Henley
- ◆ Dakisha Mitchell
  - ◆ All Former Healthy Start Consumers
  - ◆ Participants in Local CAN in Chicago
  - ◆ Consumer Representatives for NHSA, SACIMM and NICHQ



## The Consumers

Over the past year and a half, the COVID-19 pandemic has altered lives around the world but has had a particularly profound and disproportionate impact on Healthy Start consumers and frontline workers. We're inviting Healthy Start consumers, frontline staff, and other partners to the **collective table** to discuss and explore the challenges, changes, losses, and gains experienced by consumers throughout the COVID-19 pandemic.



Come to the Collective  
Table!







SHARE YOUR  
EXPERIENCE!

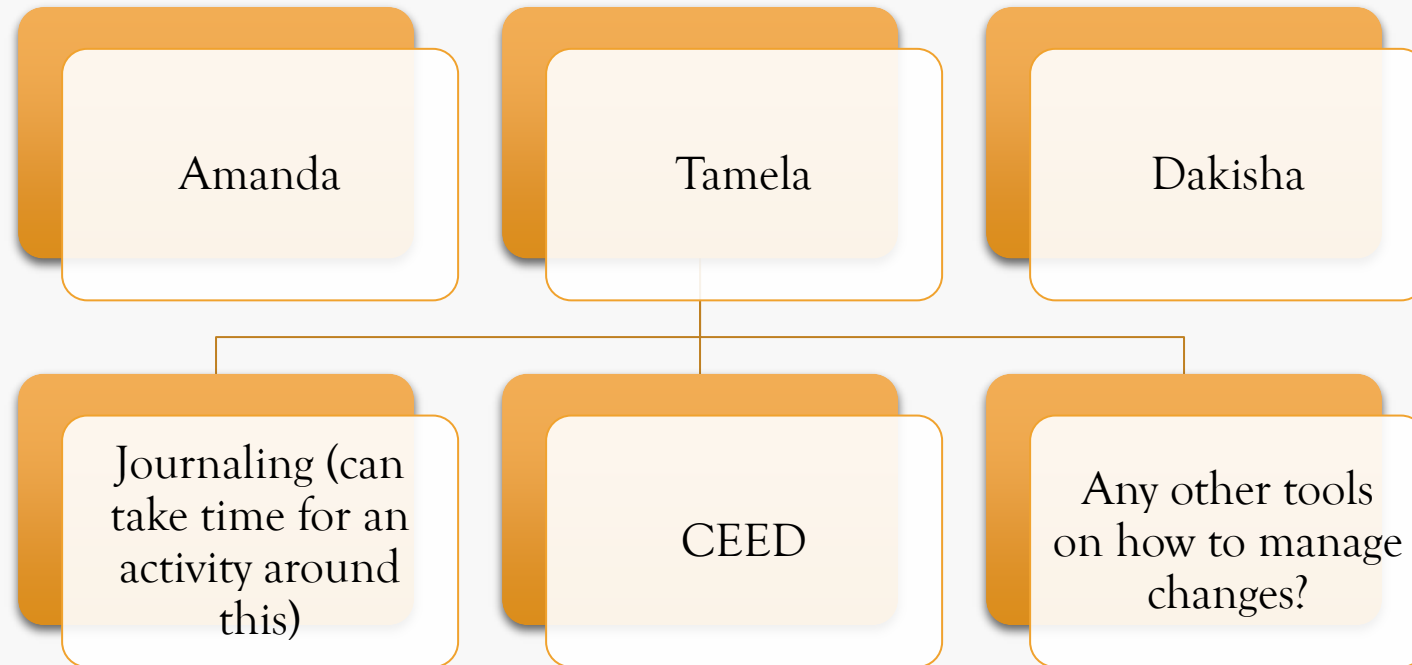
## Let's Discover

- What shifts/changes did you experience?
- What losses and gains did you experience?
- What stressors did you experience?
- Is there anything else you want to share?

# Tools and Resources



# Get in Tune





# Tips for Frontline Workers During the Pandemic



# Tips for Successful Family Partnerships

## Inclusion and Training

- ◆ Collaborate with and include families at all levels of health care, from care of the individual child to professional education, policy making, program development, research, a medical home design, and workflows.
- ◆ The first step to the inclusion of families is to stop excluding them.

## Empathy

- ◆ Acknowledge the stress and trauma experienced by families and caregivers and consider how these challenges contribute to the child's wellbeing and the family's capacity. Affirm the difficulty of past experiences and be empathetic about how hard it is to navigate the healthcare system.
- ◆ Demonstrate compassion when families describe challenges attributed to structural racism.

# Tips for Successful Family Partnerships

## Allyship vs. Partnership

- ◇ Allyship is when a person from a non-marginalized group, uses their privilege to advocate for a marginalized group. Allyship is an extension of partnership.
- ◇ Partnerships have been promoted as best practice and families feel part of the team providing care, but do they feel they have an ally that will speak up for them? Use your privilege to support families.

## Community Resources and Family and Peer Support Networks

- ◇ Learn and understand communities and cultures and how they impact the way families perceive care and connect with their community.
- ◇ Collaborate with families to identify gaps in community supports and work to create new pathways to resources that are missing.
- ◇ Build relationships with community cultural brokers, who can assist you in understanding community norms and link your team with other families and organizations that can help promote your message or coordinate outreach.



Wrap-up and  
Looking to  
the Future:

Where does your hope lie?

"You may not control  
all the events that  
happen to you, but  
you can decide not to  
be reduced by them."

-Maya Angelou

## Contact:

Tamela Milan-Alexander, MPPA  
Email: [tamilan914@gmail.com](mailto:tamilan914@gmail.com) and  
[tamela.milan@achn.net](mailto:tamela.milan@achn.net)





# Q&A

Please submit questions using the Q&A module in the Whova platform.

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# Thank you for joining us!

If you need any support...

Please email [healthystart@nichq.org](mailto:healthystart@nichq.org)

**Upcoming Session:**  
**Division of Healthy Start and Perinatal  
Services Update**

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